
STANDARD OPERATING PROCEDURE

Utilization Management Preauthorization Process For Outpatient Services

SOP 8.9.1

Rev 6/02

PURPOSE: DESCRIBE THE PROCESS BY WHICH DIHS HAS ARRANGED FOR A FISCAL INTERMEDIARY (FI) TO PAY ALL THIRD PARTY MEDICAL CLAIMS.

The following procedure is to be followed for all off-site medical care. All care will require preauthorization from the Clinical Director at the Service Processing Center (SPC) or the Managed Care Coordinator (MCC) for the jails.

A pre-authorization form (see attached) must be completed for all off-site care including emergency services and hospitalizations (see Utilization Management Preauthorization Process for Hospitalizations SOP). In emergency situations where the form cannot be filled out before the service is rendered, it should be completed and forwarded as soon as possible. Without this form, the FI cannot complete payment of any bills submitted.

Procedure:

A. In the SPCs:

1. Physician or NP/PA with physician co-signature completes *Preauthorization Referral Off-Site Medical Care form*. **ALL** portions of this form must be completed with detailed information as required. The procedure/visit is coded and an estimated cost assigned.
2. The Clinical Director is the approving authority for off-site referrals. They must sign the approval section of the form.

Exceptions: These services will be sent to the Medical Director for preauthorization.

- < Elective Admissions
- < Day Surgeries

3. The preauthorization is sent to the FI for a certification number.
4. An appointment for the specialized care is arranged with an off-site provider who is part of the Network.
5. Two forms must be delivered to the off-site provider at the appointment time:
 - a) DIHS-812
 - b) *Preauthorization Referral Off-Site Medical Care* including the FI certification number.
6. All bills should be sent directly to the FI as directed at the bottom of the

form.

B. In the jails:

1. Medical personnel from the jail will complete the preauthorization form and submit it to the assigned MCC.
2. The MCC will be the approving authority for off-site referrals.

Exceptions: These services will be sent to the QM department for preauthorization.

< Elective Admissions

< Day Surgeries

3. The MCCs will review the forms completed by the jails and assure that the information is complete and accurate. The procedure/visit is coded and an estimated cost assigned. The MCC must sign in the approval section of the form and send it to the FI for a certification number.
4. The preauthorization will then be sent back to the jail.
5. If the preauthorization is denied, the jail may appeal that decision. The preauthorization may be resubmitted through the MCC to the Medical Director's office.
6. The MCC will then notify the jail of the final determination.